

State of Hawaii
Department of Education
Office of Curriculum, Instruction and Student Support
Curriculum Instruction Branch
Special Education Section

April 17, 2012

ADDENDUM C

To

Request for Proposals

RFP No.: RFP F12-062

Skilled Nursing Services for the Department of Education

The Department of Education (the “**Department**” or the “**DOE**”), Curriculum Instruction Branch (“**CIB**”), hereby issued this addendum to the above-entitled RFP. The above-entitled request for proposals (“**RFP**”) is hereby amended as set forth below.

The written questions received by the stated deadline are listed below. The following answers are hereby provided:

- Q1. When does the Notification to State Agency of Interest in responding to an RFP need to be submitted? Is this form to be sent to Marisa Yamamoto?
- A1. The Notification to State Agency of Interest should be submitted ASAP and sent to Marisa Yamamoto.
- Q2. Where do you find Proposal Application Identification Form (SPO-H-200)? Are there any other forms that must be included in the RFP?
- A2. The Proposal Application Identification Form (SPO-H-200) can be found at: <http://hawaii.gov/spo/spo-forms/private-provider-forms-health-human-services/spo-200-proposal-application-identification-form>. The other forms to be included in the submission are noted in the RFP Section 3.
- Q3. How many copies of the bid do you require? Do you require any CDs? Is there any special format required? – 3 Ring Binder, etc.?
- A3. Three (3) copies of the proposals are required. An electronic copy of the proposal is desired. No special format required but following the format and progression of the RFP is preferred.
- Q4. Who is your current provider(s)?
- A4. Current provider is BCP Inc. dba Nursefinders of Hawaii.

- Q5. What services issues have you had this past school year?
A5. Lack of consistency in staffing assignments, disagreements between DOE RN designee recommendations and provider, and billing discrepancies.
- Q6. What is the current on-boarding process for nurses assigned to work in the district?
A6. Provider is responsible for the hiring and placement of personnel to assignments and should have internal procedures to ensure compliance with the requirements specified in the RFP's Sections V. Qualifications and the Special Conditions.
- Q7. Can you provide a break down of how many contract RNs, LPNs, and CNAs currently work in the district both full time and part-time?
A7. An average of 85-90 nurses utilized daily. Not all are full-time (i.e., 8 hour daily assignments). Schedules may range from one (1) hour to ten-and-a-half (10.5) hours and current provider does not utilize CNAs.
- Q8. Can you provide a copy of the current offer form that shows what your current rates are for RN, LPN, and CNA for both Continuous Nursing Services and Itinerant Services.
A8. SY2011-12 rates based upon \$50 per hour for RN and \$30 per hour for LPN with the corresponding increase in hourly rate based upon the number of students or assignments serviced, for both continuous and itinerant services.
- Q9. Can you provide a breakdown of how many students each of your in-school nurses currently provide services to by school?
A9. Current student population needs at an individual school varies and ranges from 1 student up to 17 students.
- Q10. Is this a rebid and does the Department anticipate a continuation of contracts with existing vendors?
A10. This is a new Request for Proposals (RFP). Refer to page 2-4 on length of contract and the number of extensions allowed.
- Q11. Can a vendor bid [only] one [district/island]?
A11. Yes, a provider may bid on one district/island.
- Q12. Would the district ideally like to award this contract to one provider or does the district plan to make multiple awards?
A12. The DOE is seeking to provide multiple awards to multiple providers. Please refer to page 2-3.
- Q13. How will providers, awarded a contract be selected to provide services to student/school, if there are multiple awardees in district
A13. District level decision with school input based on evaluation criteria in Section 4.
- Q14. If the district awards the contract to multiple vendors how will the supervision responsibilities be divided between vendors?
A14. Dependent upon the number of students and schools serviced.

- Q15. Will the RN4 or LPN 4 rate always be applied to the hard to fill or rural locations listed under section VI. Price Structure? (RN4 = 70\$ an hour and LPN 4 = 50\$ an hour)
- A15. Unless the number of students within the location increase beyond that of 4 students serviced in a classroom or on an itinerant route.
- Q16. Is it required that a supervising RN be on site? In the school district? Is it sufficient that a supervising RN be accessible by phone?
- A16. A supervising RN need not be on site at all times. Supervision of the nursing personnel in the schools should be in accordance with professional nursing standards of practice and HRS 457 and HAR Title 16, Ch.89.
- Q17. Supervisor – Section C – Can you elaborate on your training requirements? In section E you mandate Quarterly In-Service for all of the nurses. Are these quarterly training sessions held on professional development days? Are the nurses paid and can we bill for training?
- A17. On-going training and professional development (continuing education) of provider's personnel is at the provider's expense and how it is provided is at the provider's discretion keeping in line with professional standards for nursing practice.
- Q18. Will the state secure the MD/NP to prescribe the services needed or is that the responsibility of the provider?
- A18. No, Provider is not required to obtain a licensed health care provider with prescriptive authority. Medical orders are generated by the student's Hawaii licensed health care provider.
- Q19. Section 8.3 – Security Awareness Training - Is the provider responsible for providing this training and does the District have forms currently in place?
- A19. Yes, the provider is responsible for providing the training on confidentiality of student information with focus on the Family Educational Rights Privacy Act (FERPA). No forms or format specified.
- Q20. If the vendor conducts their own first aid training, will this meet the first aide training requirement?
- A20. As long as it meets the standards of the American Red Cross or American Heart Association certification requirements.
- Q21. When will the Comprehensive Student Support System be available? How will training be conducted? Will providers be compensated for time in training?
- A21. This is not known at the present time. Training would be coordinated and provided by the Districts and to be provided within work hours with appropriate designated personnel (e.g., supervisors).

Q22. How many hours per day does a full time nurse work? Does this include transportation time? Do you have nurses that provide strictly 1:1 nursing care in a classroom setting and nurses that provide services to multiple students in a school setting? Is there a nursing office that nurses utilize in the school? Do you have any nurses assigned to schools that take care of both the general education population as well as the special needs students?

A22. Start and end times vary dependent upon the student(s) needs and logistics of an assignment. Typical start time at a school of 7:15 – 7:30 AM (with bus transports) and ending between 2:15 to 3:15 PM.

Transport time on bus assignments are included as billable time. Again nurses may be providing services in one school location to one student or multiple students or on an itinerant route providing services to students at different school sites.

Services are typically delivered in the student's classroom or in the health room at a school (and off-school sites for field trips or alternative educational programming).

Nurses are assigned to provide specific skilled nursing services to eligible Section 504 or Individuals with Disabilities Education Act (IDEA) students.

Q23. Are the assignments full-time or part-time?

A23. May be either, again dependent upon the needs of student(s) and assignments at a given school or schools. Not all assignments are full-time (e.g., 8 hour daily assignments). A daily schedule in the school(s) may range from one (1) hour to ten-and-a-half (10.5) hours dependent upon needs and how the provider arranges the staffing.

Q24. Approximately how many RN, LPN and CNA are at each location?

A24. Again, dependent upon the needs of the student(s), number of students at a given school location, and logistics of scheduling in coverage of all assignments. A school typically may have one to two nurses at a school location servicing multiple students. Again, current provider does not utilize CNAs.

Q25. If there is a discrepancy between the providing agency and the DOE in level of service, or the units authorized, when it pertains to the safety of the student, who makes the ultimate decision, and what is the time frame?

A25. Final decision is made by the student's IEP or Section 504 Plan team with all input given by those that knows the student's needs the best (including parent/legal guardian). Resolution to an issue should be resolved within 72 business hours.

- Q26. The list of nursing services to be provided include nursing skills that require a nursing license yet they are listed under CNA. For example, tube feedings, catheterization, blood glucose monitoring and insulin administration. Is the expectation that providers will delegate these tasks to the aides? Aides are not trained in these tasks. Also, a few years back the State of Hawaii began requiring agencies to become licensed as a lab in order to perform any blood testing. Will the provider RNs be responsible for determining whether or not nursing skills may be safely delegated to a home health aide?
- A26. The expectation is that the provider(s) will staff a student's needs with the available nursing personnel that can safely and competently perform the necessary services. Delegation of nursing services must be in accordance with professional nursing standards of practice, HRS 457 and HAR Title 16, Chapter 89.
- Q27. What is the frequency of students requiring higher level nursing services requiring an RN, or LPN?
- A27. All students determined eligible via Section 504 and/or IDEA and requiring skilled nursing services need licensed professional nursing services. Delegation of nursing services must be in accordance with professional nursing standards of practice, HRS 457 and HAR Title 16, Chapter 89.
- Q28. Do some of the students have nurses that travel with them to and from school who provide home-based services as well?
- A28. Yes it is possible; however, home-based services are not under the DOE's purview and falls under a different contract and State agency's oversight.
- Q29. Itinerant Service – Does this apply to transportation nurses only or are the nurses that drive in between schools providing diabetic care, etc.
- A29. Itinerant nursing service applies primarily to the nursing personnel that travel from one school site to another to provide the skilled nursing services (see p. 2-1 table). This may apply to nursing personnel that provides transportation services as well if **not** the nurse providing the continuous or full-day care (e.g., bus AM, classroom, bus PM).
- Q30. If a provider is assigned a school/student and unable to staff a shift, what is the expectation for replacements? Does the provider contact another contracted provider?
- A30. Provider is expected to provide nursing personnel to staff all assignments. Subcontracting is permissible under the RFP (see p. 2-6).
- Q31. If a student does not show up for school, how will the provider be notified? If the provider is not notified and reports to the school, how will the provider be paid?
- A31. Allowance to offset these incidences are built into the billing model compensation structure. Provider(s) working with the school(s) and/or District to emphasize and reinforce the need for prompt notification by parents to limit these incidences.
- Q32. If an LPN is not available for a Level B student, can the providing agency bill for an RN rate if it is necessary to fill the assignment?
- A32. Staffing of all assignments is the provider's responsibility. Credentials of the qualified nursing personnel should not be a barrier to the provision of the service(s).

- Q33. What role if any will the contracted nurses have relative to decisions regarding the nursing services under an IEP?
- A33. If there are questions and/or concerns by the provider related to decisions made by the school team, internal processes are in place where the provider can convey the concerns to the care coordinator/school administration for consideration by the school team and/or District Educational Specialist, if unable to resolve at the school level.
- Q34. Protocols & Policies –Does the District require written company policies or an overview of our processes, procedures and forms?
- A34. Written protocols and policies must be in place and available upon request.
- Q35. Section 1.5 – Notice to Clients – In regards to written procedures you mention appropriate counseling – can you explain this?
- A35. Should subject contract meet the criteria described in the General Conditions, section 1.5, the Contract Provider shall comply with the transition requirements described in this section.
- Q36. How will staff obtain documentation forms? Is it possible to receive samples of the forms?
- A36. Selected provider(s) will receive samples of the forms within the chart kept at the schools for eligible students requiring skilled nursing services.
- Q37. Is it possible to obtain copies of the sentinel/incident report form? How does the DOE define sentinel events?
- A37. Selected provider(s) will be provided the sentinel event/incident notification report form. Sentinel events is defined as when there are occurrences involving serious physical/psychological harm or risk to a student, provider reports are late or not received, provider has not rendered services/gaps in services, or any incident of noncompliance with Service Activities as specified in the IEP/MP(s).
- Q38. Can the data tracking system(s) be accessed remotely or only while in the school district or building?
- A38. The DOE electronic database is web-based and can be accessed via the internet (not only on school grounds).
- Q39. Wages & Labor Compliance – Is there a specific form that should be completed?
- A39. Please see information provided on the Addendum B.
- Q40. Pricing – In the pricing schedule you have an example of a flat rate for a nursing working with 6 students. What happens if one of the students misses a day of school? Does the bill rate for the day reduce?
- A40. The rate for a RN working with six students requiring continuous (full-day) nursing services would change from RN6 to RN5 if one of those students is absent.

The itinerant nursing service rate schedule does not change if one of the students is absent. RN6 rate remains RN6 to offset the incidences of when there is late notification or school/provider not notified of student absence.

- Q41. Page 2-12 refers to RN4 and LPN4 rates. Are these rates referring to the 4 student RN and LPN rates?
- A41. Yes. See Attachment 1 for rates.
- Q42. For what services will the RN supervisor rate be paid?
- A42. See pp. 2-9 to 2-10. If a supervisor must provide coverage of direct face-to-face nursing services (Item J, p. 2-10) to an eligible student, supervisor still paid at supervisor rate.
- Q43. Can we bill for supervisory positions?
- A43. Yes, see p. 2-9 to 2-10 for position description duties and Attachment 1 for rate.
- Q44. If additional students are identified throughout the course of the school year as requiring nursing services how will additional funds be added to the contract to support the increase in required nursing services?
- A44. The DOE has internal processes to ensure that the required services and funding for eligible students are provided (i.e., contract modification).
- Q45. VI – Pricing Structure – You state that hard to fill positions can be billed at RN4, LPN4, CNA rates. Does this mean that if a nurse provided services to one student in one of the hard to fill locations that we can bill as if the nurse completed 4 assessments? What do you mean by “based upon credentials”?
- A45. The provider would bill at the RN4 rate for a RN providing services to 1 student in a hard to fill, remote or rural location. For example, student requiring 6.0 hours of skilled nursing services at school via student’s IEP, the provider is authorized to bill at the RN4 rate for the student 6.0 hours daily when in school in the remote or rural location.

Credentials means whether the qualified nursing personnel is licensed as a Registered Nurse, Licensed Practical Nurse, or Certified Nurse Aide.

- Q46. Is there negotiation on reimbursement for travel time especially in hard to staff areas?
- A46. No. For hard to fill, remote or rural locations the compensation is built into the hourly rate (i.e., RN4, LPN4) as well as in the itinerant nursing service rate schedule.
- Q47. Are there services that are not face-to-face with a student that are reimbursable?
- A47. No, however the supervisor position/functions described will not always be working in a face-to face capacity.
- Q48. Is record keeping and documentation time billable?
- A48. It is built into the authorization times for each student in alignment with their Section 504 Plan or Individualized Education Program (IEP).
- Q49. Seek Reimbursement – In what situations would the district “seek reimbursement” has this ever occurred?
- A49. The DOE would seek reimbursement if the circumstances meet the criteria described. Yes the DOE has exercised this right in the past.

- Q50. Will the DOE authorize and pay an LPN or RN if the providing agency does not have the policies that delegate skilled nursing care to CNA/HHAs?
- A50. The DOE desires that qualified nursing personnel are provided to meet the eligible student(s) needs in a safe, competent, and cost efficient manner.
- Q51. Reporting Section – In this section you state that documentation must be completed and entered into your data base before invoices will be paid. What should we submit with our invoices showing that this has been completed? Does your current system provide reports?
- A51. Currently the DOE database function is not available to the skilled nursing service provider(s) to input. A service log form and timesheets will be provided to the provider(s) to submit to the DOE contract administrator to verify invoice submissions.
- Q52. Section 1.6 – Reporting Requirements – You state that the vendor must list expenditures incurred and that the vendor should return any unexpended funds to the State. Can you elaborate?
- A52. The final report is required annually. Should not have unexpended – fee for service.
- Q53. Availability of Funds – In this section it states “The State shall not be liable for the unpaid balance beyond the end of the fiscal year. Are funds allocated for this contract?? School Districts receive funding at both the Federal and State levels for special education including transportation and Medicaid Reimbursement so I assume that funding is available?
- A53. The DOE has made funds available in the amount stated. The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.
- Q54. In order to assure billing accuracy, can the billing deadline be changed from the 15th to the 30 or 45 day billing cycle?
- A54. The billing deadline is negotiable.
- Q55. Billing Pg 2-7. You state that invoices will be paid within 30 days and that invoice rejections must be resolved within 60 days. What happens if we are not notified of an invoice error before the 60 days? Will invoices not be paid?? What process is in place to ensure that the vendor is notified of an invoice error immediately so that corrections can be made?
- A55. Invoice error notification will be done within the initial 30 days. Corrections and resulting payment needs to be completed within a total of 60 days.
- Q56. Primary Source Verification – Is this section referring to the vendor's background, drug, and credentialing policies?
- A56. Yes.
- Q57. Are there any specific requirements from the DOE on emergency action plans?
- A57. Guidelines and sample forms will be provided to selected provider(s).

- Q58. Personnel Protective Equipment – What equipment does the District require vendors to supply? Is it required that the vendor provide supplies such as gloves, first aid supplies? Equipment? Type of equipment?
- A58. Provider(s) are expected to provide equipment and supplies they need for their nursing personnel to safely and effectively provide the skilled nursing services (e.g., personal protective equipment, stethoscope).
- Q59. Can you please clarify the clients to which you are referring to in the Offer Form 2 form? Are you referring to business associates or patients/clients?
- A59. Any clientele your agency provided services to that are similar in nature of the type of services requested in this RFP.
- Q60. Who determines what is considered a “hard to fill” shift?
- A60. Remote or rural locations, see p. 2-12.
- Q61. Who determines the level of the child, ie Level A , Level B?
- A61. The student’s IEP or Section 504 team with a licensed RN (DOE designee) determines the nursing needs of a student.
- Q62. Will office space/cubicles be available for the vendor’s account manager?
- A62. No, no dedicated office space and/or cubicle is provided for a provider’s supervisor/manager.
- Q63. How does the Department envision using CNAs or HHAs within a school or District setting? Under what circumstances would a CNA or HHA be used to deliver services?
- A63. Again, qualified nursing personnel are to be provided under this RFP and delegation of nursing tasks must be in accordance with professional nursing standards of practice, HRS 457 and HAR Title 16, Chapter 89.
- Q64. What are the primary features and capacity that the Department seeks from a vendor? Staffing strength? Experience as a staffing provider to schools? Special education experience?
- A64. Refer to the RFP Evaluation criteria for specific breakdown on weights (p. 4-1 to 4-3).
- Q65. Will the respective school districts maintain District hired nurses? What will be their role?
- A65. The DOE has a designee for the licensed RNs who provide the nursing assessment and recommendations as part of student’s IEP or Section 504 Plan teams. The RNs also provide consultation and review of student records, including medical orders, as part of their assessment of student needs.